



Department of
Veterans Services

Citrix / VA Desktop / VBMS Log In (Update April 2022)

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The screenshot shows the VA Remote Access Information website. A red arrow points from the browser's address bar to a text box. Another red arrow points from a text box to the 'Click here for downloads' button.

As a best practice; use Google Chrome to access website and Citrix

Step 1: Select to access Citrix Desktop options

First Time Downloads
Choose this option to download the Citrix Workspace App for non-VA Windows or Macintosh devices and/or the Microsoft AVD Client.
[Click here for downloads](#)

Windows Authentication
Choose this option to authenticate with username and password.
[Login via Windows Authentication](#)

Smart Card Authentication
Choose this option to login with smart card (VA PIV, USB eToken, or other including DoD CAC).
[Login via Smart Card](#)

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Communication x VA Remote Access(RA) Information x +

raportal.vpn.va.gov/Downloads.aspx

An official website of the United States government. [Here's how you know](#)

VA | Remote Access Information and Media Portal

LinkedIn | YouTube | Twitter | GitHub

Home

First Time Downloads

Citrix Related Software

Title	Download Link	Supported OS	Last Modified
Citrix Workspace App Windows OS Remote Bundle Package	Windows OE Citrix Bundle Package	Windows 11, 10, 8.1, Thin PC as well as Windows Server 2019, 2016, 2012, and 2012R2.	02/11/2022
Citrix Workspace App for Mac	https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html	See supported OS on Citrix download link	11/19/2021

Azure Virtual Desktop Software

Title	Download Link	Supported OS	Version	Last Modified
Microsoft Remote Desktop Client	https://go.microsoft.com/fwlink/?linkid=2068602	Windows 10	1.2.2600.0	11/02/2021

Step 2: Select to download Citrix Software

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Citrix Workspace App for Mac	https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html	See supported OS on Citrix download link	11/19/2021

Step 3: Double click to open and follow installation instructions

Azure

WindowsOECitrixB....exe ^

Show all

Citrix / VA Desktop / VBMS Log In (Update April 2022)

VA Access Gateway x +

https://citrixaccess.va.gov/vpn/index_citrix_splash.html

Apps Request Your Milita... Tools New Tab VA Learning Univer... policy8.pdf eCFR — Code of Fe... VA Expenditures - Nati... Sign In

VA Citrix Remote Access

When logging into this system you agree to the following:



You are accessing a U.S. Government information system, which includes:
(1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network.
This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties. By using this information system, you understand and consent to the following:
You have no reasonable expectation of privacy regarding any communications or data transiting or stored on this information system. At any time, the government may for any lawful government purpose monitor, intercept, search and seize any communication or data transiting or stored on this information system. Any communications or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.

The enhanced features of ServiceNow and Your IT services online requests will replace email requests to the Enterprise Service Desk. You may access ServiceNow portal at <https://yourit.va.gov> using the Chrome browser. The tool is only available from VA workstations and will work with your Personal Identity Verification (PIV) card, eliminating the need for a username and password. If you have additional questions, please contact Managed Service Providers (MSP) at 1-855-673-4357.

Please select one of the following 2 Factor login options below. In the event that the 2 factor is not a viable login method at this time, select the bottom link.

[Click here to use Smartcard:](#)
Click the icon to login with VA PIV card, CAC card, or USB eToken



[Click here to use OTP Token:](#)
POA enforced users require a Network Account exemption to use OTP Token



[Click here to use Domain Username/Password](#)

Step 4: Insert Smartcard. Select Smart Card Login

Citrix / VA Desktop / VBMS Log In (Update April 2022)

VA Access Gateway

citrixaccess.va.gov/vpn/index_citrix_splash.html

Select a certificate

Select a certificate to authenticate yourself to citrixaccesspiv.va.gov:443

Subject	Issuer	Serial
Ronald Dvorsky 1625762 (affiliate)	Veterans Affairs User...	00D2C8E8

Certificate information


OK

At any time, the government may for any lawful government purpose monitor, intercept, search and seize any communication or data transiting or stored on this information system. Any communications or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.


The enhanced features of ServiceNow and Your IT services online requests will replace email requests to the Enterprise Service Desk. You may access ServiceNow portal at <https://yourit.va.gov> using the Chrome browser. The tool is only available from VA workstations and will work with your Personal Identity Verification (PIV) card, eliminating the need for a username and password. If you have additional questions, please contact Enterprise Service Desk (ESD) at 1-855-673-4357.

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[Click here to use OTP Token:](#)
POA enforced users require a Network Account exemption to use OTP Token



[Click here to use Domain](#)

Step 5: Select your PIV User Profile

Step 6: Select "OK"

Citrix / VA Desktop / VBMS Log In (Update April 2022)

VA Access Gateway

https://citrixaccess.va.gov/vpn/index_citrix_splash.html

Apps Request Your Milita... Tools New Tab VA Learning Univer... policy8.pdf eCFR — Code of Fe... VA Expenditures - Nati... Sign In

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(1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network.
This information system is provided for U.S. Government-authorized use only. Unauthorized use of this system may result in criminal and/or civil penalties.

Windows Security

Smart Card

Please enter your PIN.

Click here for more information

OK Cancel

Click here to use Smartcard:
Click the icon to login with VA PIV card, CAC card, or USB eToken

Click here to use OTP Token:
POA enforced users require a Network Account exemption to use OTP Token

Click here to use Domain Username/Password

Establishing secure connection...

Step 7: Enter your 6 digit Pin Number and Select "OK"

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VA Security Warning

This U.S. government system is intended to be used by authorized VA network users for viewing and retrieving information only except as otherwise explicitly authorized. VA information resides on and transmits through computer systems and networks funded by VA. All use is considered to be with an understanding and acceptance that there is no reasonable expectation of privacy for any data or transmissions on Government Intranet or Extranet (non-public) networks or systems. All transactions that occur on this system and all data transmitted through this system are subject to review and action including (but not limited to) monitoring- recording- retrieving- copying- deleting- distributing- disseminating- restricting access- blocking- tracking- disclosing to authorized personnel or any other action that may be necessary for the protection of the system and its contents. All use of this system constitutes acceptance of these terms. Unauthorized attempts or acts to either (1) access- upload- change- or delete information on this system (2) modify this system (3) deny access to this system or (4) accrue resources for unauthorized use on this system are strictly prohibited. Such attempts or acts are subject to action that may result in criminal civil or administrative penalties.

Step 8: Select "Accept"

Accept

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Communication x VA Remote Access(RA) Information x VA Citrix x +

citrixaccesspiv.va.gov/Citrix/FASStoreWeb/

Department of Veterans Affairs
Citrix StoreFront

HOME APPS DESKTOP


Step 9: Select "Desktop"

Specialty Desktops have been removed on March 29th, 2022; clinical users should instead use

Welcome DVORSKY Jr, Ronald W., VSONASH!


1VA General Applications

Standard 'General' VA Applications for all users.




1VA Clinical South

hosted from Azure-South




1VA Clinical West


hosted from AWS-West




Favorites




1VA-General




VBA-VBApp Desktop




VBA-VBApp Desktop (1)




VBA- Common Security Empl...ger




VBA- Common Security Use...ger



VBA- Share



VBA-Common Security User ...ESD

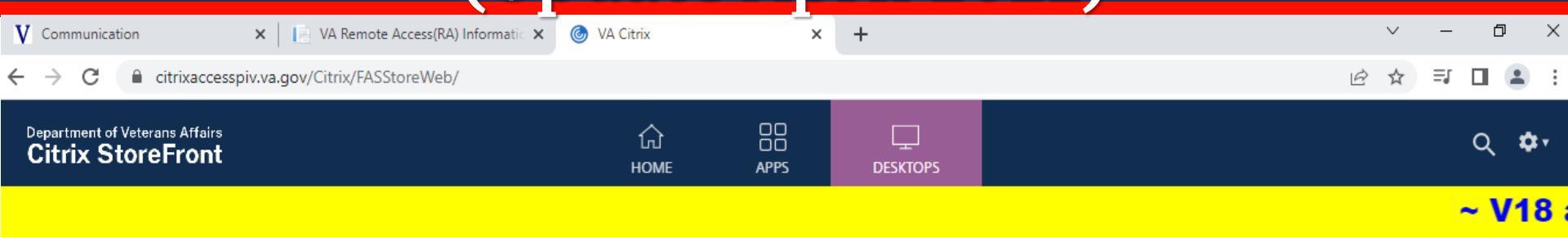


1VA MIM Access
GWS StoreFront Server: ...02C

TN

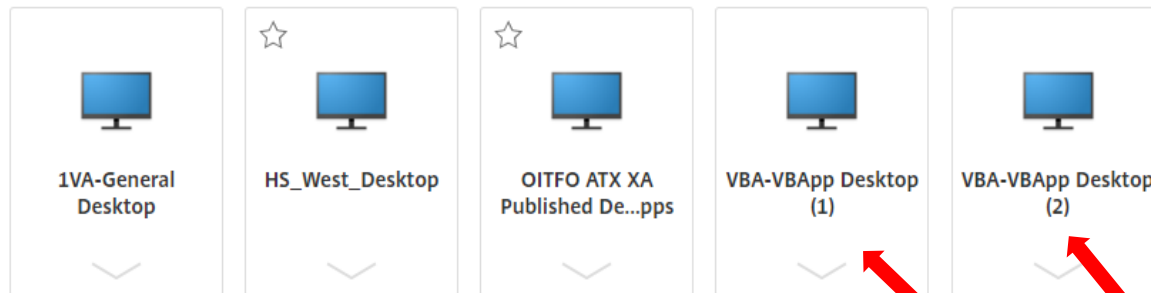
Department of
Veterans Services

Citrix / VA Desktop / VBMS Log In (Update April 2022)



Desktops

All (5) Favorites (3)



Best practice: Be consistent to which one you use. VA Desktop will retain your customizations

Step 10: Double click either (1) or (2)

GWS StoreFront Server: ...02C

Citrix / VA Desktop / VBMS Log In (Update April 2022)

citrixaccesspiv.va.gov/Citrix/FASStoreWeb/

Department of Veterans Affairs
Citrix StoreFront

HOME APPS DESKTOPS

Desktops

All (5) Favorites (3)

1VA-General Desktop

HS_West_Desktop

OITFO ATX XA Published De...pps

VBA-VBApp Desktop (1)

VBA-VBApp Desktop (2)

Step 11: This is a one-time event. Click the drop down and select "Always open files of this type" Double click file to open

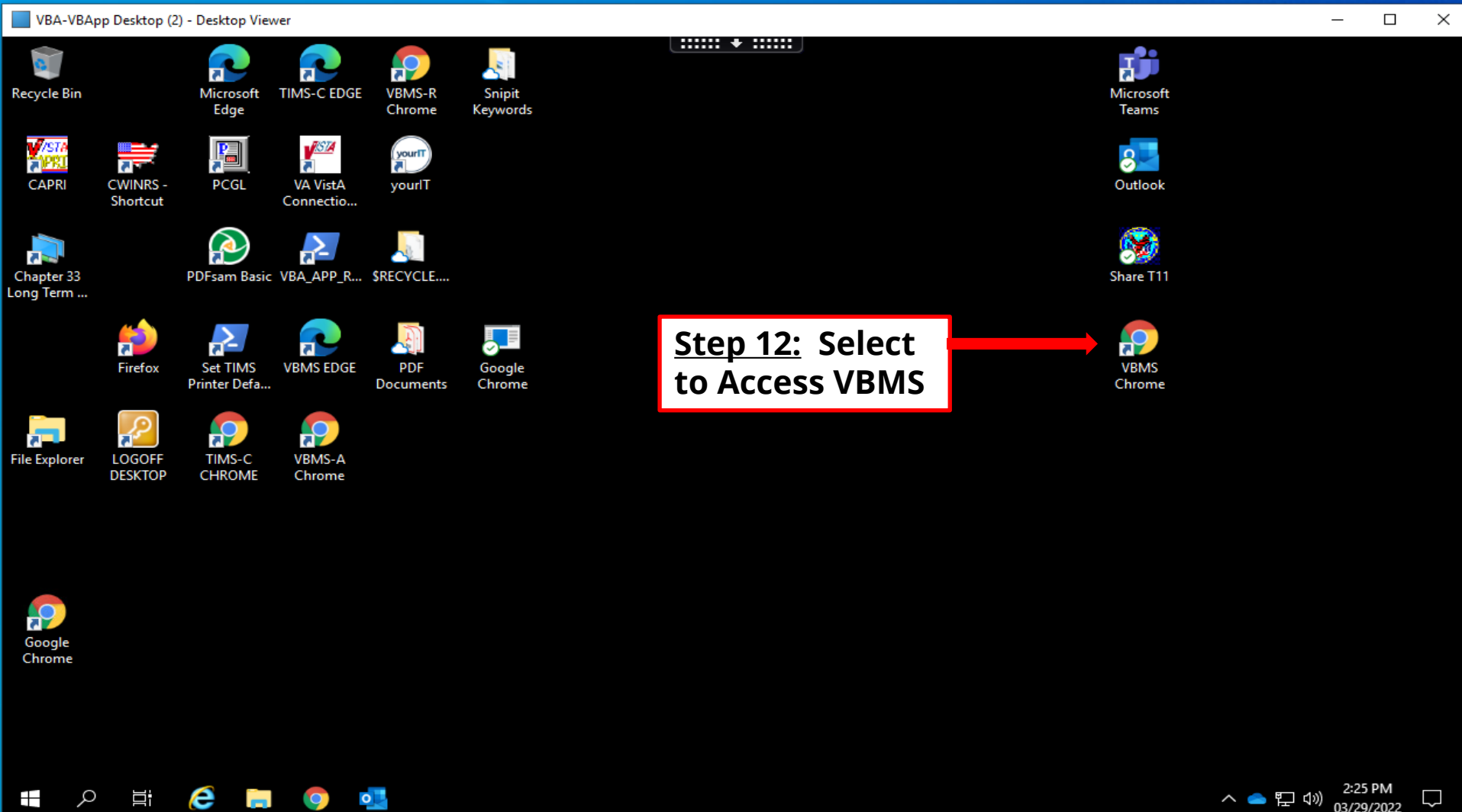
Open
✓ Always open files of this type
Show in folder
Cancel

SGLuZXNfQ29uc29s receiverconfig.cr SGLuZXNfQ29uc29s...ica

GW5 StoreFront Server: ...03F

Show all

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VA Identity and Access Manager x +

ssologon.iam.va.gov/centrallogin/Default.aspx?appname=core&URL=https://ssologon.iam.va.gov/centrallogin/core/redirect.aspx&TYPE=33...

Welcome to VetraS...

 U.S. Department of Veterans Affairs

Authenticating. Please

Select a certificate

Select a certificate to authenticate yourself to pivlogon.iam.va.gov:443

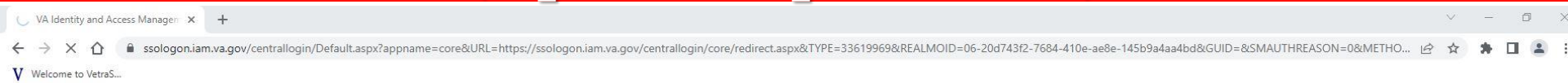
Subject	Issuer	Serial
Ronald Dvorsky 1625762 (affiliate)	Veterans Affairs User...	00D2C8E8

OK Cancel

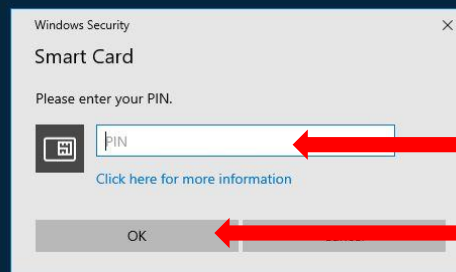
Step 13: Click Here →

Windows taskbar: 8:06 AM 03/30/2022

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Authenticating. Please wait...



Step 14: Enter your 6 digit Pin Number and Select "OK"

Citrix / VA Desktop / VBMS Log In (Update April 2022)

Benefits Integration Platform Log In



320 VARO Nashville

Step 15: Click Here

Station ID:

Log in

Return to VA SSOi

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Claims Queue - VBMS x V Welcome x +

vbms.vba.va.gov/vbmsp2/vso-ng#/category/user

Welcome to Vetr...

VBMS All Claims My Claims My History RONALD DVORSKY

Open Profile Open eFolder Open Claim More Search Options

Wed Mar 30 2022 08:11:36AM CDT, Version 25.5-20220310-1540, ID 37964798

Narrow Results Clear

Select Saved Filter Criteria

Keyword

Power of Attorney

020 - Tennessee Department Of Veterans Services

097 - Veterans Of Foreign Wars Of The US

074 - American Legion

Claim Label

Claim Station

Veteran Local Station

Search Veteran local stations...

EP Codes

New Documents

Claim Status

Open

There are documents requiring your attention
There are 41060 documents available. [View Documents.](#)

Step 16: Type Full SSN of the Veteran

Step 17: Select "Open Profile"

		Claim Station	Claim Status Name	Claim Status Code	Date of Claim	Document Expiration	Deferral Type	EP Code - Claim Label	File Number	Last Changed Date	New Document	Pending Upload Indicator	General Power of Attorney	Suspense Date	Suspense Reason	Veteran Date of Birth
+		499	Open	PEND	04/15/2020		NONE	110 - eBenefits 526EZ-Initial Live Comp<8 Issues (110)		03/21/2022			097 - VETERANS OF FOREIGN WARS OF THE US	04/21/2022	Requested/Awaiting Other Evidence	
+		499	Open	PEND	10/15/2020		NONE	335 - Review		10/15/2020			074 - AMERICAN LEGION	04/24/2022	Requested/Awaiting Other Evidence	
+		499	Ready for Decision	RFD	06/03/2021		NONE	020 - D2D-Supplemental (020)		08/23/2021			020 - TENNESSEE DEPARTMENT OF VETERANS SERVICES	09/22/2021	Ready for Decision	
+		345	Closed	CLR	06/21/2021		NONE	688 - FY21 NDAA Nehmer Review - Survivor		02/08/2022			074 - AMERICAN LEGION	02/08/2022	Closed	
+		499	Open	PEND	07/08/2021		NONE	020 -		07/08/2021			020 -	04/10/2022	VA/Contract Exam	

Show 100 entries

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